

What is claimed is:

1 A 1. A method of providing data relating to a customer
2 contact with an automatic call distribution (ACD) system to an
3 ACD agent, the method comprising:
4 providing a universal resource locator (URL) from the ACD
5 system to a browser of the agent;
6 accessing the URL at a server in response to a request from
7 the browser;
8 providing at least one web page to the browser, the web page
9 corresponding with the URL and including the data.

1 2. A method as in claim 1, further comprising accessing via
2 the server at least one database to obtain at least some of the
3 data for inclusion in the web page.

1 3. A method as in claim 1, further comprising attaching
2 information to the URL before providing the URL to the browser.

1 4. A method as in claim 3, the information attached to the
2 URL including contact processing information, said contact
3 processing information including at least one of a group
4 consisting of: type of the customer contact, identification of
5 the agent, and treatment of the contact by the ACD.

1 5. A method as in claim 3, the information attached to the
2 URL including contact-derived information, said contact-derived

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3 information including at least one of a group consisting of: a
4 calling party number, a billing number associated with an origin
5 of the customer contact, a telephone number associated with the
6 origin of the customer contact, a subscriber name associated with
7 the origin of the customer contact, a called party number,
8 information provided in response to a programmed script,
9 identification of a customer provided in response to a programmed
10 script, an account number provided in response to a programmed
11 script, a product model number provided in response to a
12 programmed script, an e-mail source name, an e-mail subject line,
13 a callback number provided in a web callback contact, a callback
14 name provided in a web callback contact, and a computer address
15 associated with the origin of the customer contact.

1 6. A method as in claim 1, wherein the data in the web page
2 includes at least some information attached to the URL by the
3 ACD.

1 7. A method as in claim 1, further comprising selecting the
2 URL based on information about the contact available to the ACD.

1 8. A method as in claim 1, further comprising obtaining at
2 least some of the data in the web page based on at least some
3 information attached to the URL by the ACD.

1 A 9. A method as in claim 1, wherein the step of providing
2 the URL comprises:
3 sending the URL to ACD console software of the agent; and
4 providing the URL to the browser from the console software.

1 10. A method as in claim 1, wherein the step of providing
2 the URL comprises sending the URL directly to the browser from
3 the ACD system.

1 11. A method as in claim 1, the server being accessible
2 through at least one of a group consisting of: a publicly
3 accessible computer network, limited-access computer network, and
4 a private computer network accessible within an organization
operating the ACD.

1 12. A method as in claim 1, the customer contact being one
2 of a group consisting of: a telephone call, an e-mail contact, a
3 web callback contact, a web chat contact, a facsimile contact, a
4 video contact, and a web telephony voice contact.

1 13. A method as in claim 1, further comprising displaying
2 the web page to the agent.

1 14. A computer system for providing data, relating to a
2 customer contact with an automatic call distribution (ACD)
3 system, to an ACD agent, the computer system comprising:

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4 the ACD system capable of providing a universal resource
5 locator (URL);

6 a server capable of providing at least one web page to a
7 browser, the web page corresponding with the URL and including
8 the data;

9 at least one agent station coupled with the ACD system and
10 having a browser capable of accessing the URL at the server.

1 15. A computer system as in claim 14, further comprising at
2 least one database, accessible by the server for obtaining at
3 least some of the data for inclusion in the web page.

4 16. A computer system as in claim 14, the ACD being capable
5 of attaching information to the URL.

6 17. A computer system as in claim 14, the ACD being capable
7 of collecting contact-derived information, said contact-derived
8 information including at least one of a group consisting of: a
9 calling party number, a billing number associated with an origin
10 of the customer contact, a telephone number associated with the
11 origin of the customer contact, a subscriber name associated with
the origin of the customer contact, a called party number,
information provided in response to a programmed script,
identification of a customer provided in response to a programmed
script, an account number provided in response to a programmed
script, a product model number provided in response to a

A 12 programmed script, an e-mail source name, an e-mail subject line,
13 a callback number provided in a web callback contact, a callback
14 name provided in a web callback contact, and a computer address
15 associated with the origin of the customer contact.

1 18. A computer system as in claim 14, the server being
2 capable of obtaining at least some of the data in the web page
3 based on at least some information attached to the URL by the
4 ACD.

1 19. A computer system as in claim 14, the customer contact
2 being one of a group consisting of: a telephone call, an e-mail
3 contact, a web callback contact, a web chat contact, a facsimile
4 contact, a video contact, and a web telephony voice contact.

1 20. A computer system of providing data, relating to a
2 customer contact with an automatic call distribution (ACD)
3 system, to an ACD agent, the computer system comprising:

4 a server accessible through a computer network;

5 at least one agent station having means for accessing a
6 universal resource locator (URL) at the server;

7 means for providing the URL from the ACD system to the agent
8 station computer;

9 means for providing at least one web page to the agent
10 station from the server, the web page corresponding with the URL
11 and including the data.

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1 21. A computer system as in claim 20, further comprising
2 at least one database; and
3 means for accessing the database to obtain at least some of
4 the data for inclusion in the web page.

1 22. A computer system as in claim 20, further comprising
2 means for the ACD to attach information to the URL.

1 23. A computer system as in claim 20, further comprising
2 means for the ACD to collect contact-derived information.

1 24. A computer system as in claim 20, further comprising
2 means for displaying the web page to the agent.